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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/044,868	01/10/2002	Michael Peters	6065-80125	9822
24628	7590	07/18/2005	EXAMINER	
WELSH & KATZ, LTD 120 S RIVERSIDE PLAZA 22ND FLOOR CHICAGO, IL 60606			KNOWLIN, THJUAN P	
			ART UNIT	PAPER NUMBER
			2642	
DATE MAILED: 07/18/2005				

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	10/044,868	PETERS, MICHAEL	
Examiner	Art Unit	2642	
Thjuan P. Knowlin			

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) Responsive to communication(s) filed on 18 April 2005.

2a) This action is **FINAL**. 2b) This action is non-final.

3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) Claim(s) 1-40 is/are pending in the application.
4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5) Claim(s) _____ is/are allowed.

6) Claim(s) 1-40 is/are rejected.

7) Claim(s) _____ is/are objected to.

8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) The specification is objected to by the Examiner.

10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.

 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) All b) Some * c) None of:
1. Certified copies of the priority documents have been received.
2. Certified copies of the priority documents have been received in Application No. _____.
3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) Notice of References Cited (PTO-892)
2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____.
4) Interview Summary (PTO-413)
Paper No(s)/Mail Date _____.
5) Notice of Informal Patent Application (PTO-152)
6) Other: _____.

DETAILED ACTION

Response to Amendment

1. Applicant's amendment filed on April 18, 2005 has been entered. Claims 1, 16, and 31 have been amended. No claims have been cancelled. No claims have been added. Claims 1-40 are still pending in this application, with claims 1, 16, and 31 being independent.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

2. Claims 1-40 are rejected under 35 U.S.C. 103(a) as being unpatentable over Lu et al (US 6,611,590), in view of O'Neil et al (US 6,304,653).

3. In regards to claims 1, 6, 7, 16, 21, 22, and 31, Lu discloses a method and apparatus of supporting client (See Fig. 1, caller 1 110-1, and caller 2 110-2) calls within a private computer network (See Fig. 1 and PBX 122) of an organization having a plurality of agents (See Fig. 1, call center 120-1 - 120-n, and agent workstation 132), such method comprising the steps of: detecting receipt of a call from a client (See col. 1 lines 48-59) of the organization through an interface of the private computer network of the organization with a public communication network (See Fig. 1 and PSTN 154);

determining a type of the received call (See col. 6 lines 22-28 and col. 7 lines 4-10); and selecting an agent of the plurality of agents based upon the determined type of call (See col. 1 lines 48-59, col. 4 lines 51-63, and col. 8 lines 37-42). Lu, however, does not disclose independently spawning a call processing application based upon the determined type of call and upon the selected agent with a first end of the independently spawned call processing application operatively coupled to a predetermined protocol stack of the selected agent and with a second end of the independently spawned call processing application operatively coupled to a protocol stack of the client, said independently spawned call processing application being operable to exchange information between the selected agent and the client. O'Neil, however, does disclose independently spawning a call processing application based upon the determined type of call and upon the selected agent (e.g. assistance personnel/party) with a first end of the independently spawned call processing application operatively coupled to a predetermined protocol stack of the selected agent and with a second end of the independently spawned call processing application operatively coupled to a protocol stack of the client, said independently spawned call processing application being operable to exchange information between the selected agent and the client (See col. 10-11 lines 60-31 and col. 11-12 lines 44-4). Therefore, it would have been obvious for one of ordinary skill in the art at the time of the invention to employ these features within the system and apparatus, as a way of making the connection between the agent and client less time consuming, and therefore, increasing the efficiency of services being provided to the client.

4. In regards to claims 2, 17, and 32, Lu discloses the method and apparatus, further comprising detecting call associated information (call ID/reason) received along with the call (col. 1 lines 48-59 and col. 10 lines 24-53).
5. In regards to claims 3 and 18, Lu discloses the method and apparatus, further comprising selecting the agent for connection to the call based upon the call associated information (col. 1 lines 48-59 and col. 4 lines 51-63).
6. In regards to claims 4 and 19, Lu discloses the method and apparatus, further comprising identifying the client from the call associated information (col. 11 lines 48-58).
7. In regards to claims 5 and 20, Lu discloses the method and apparatus, further comprising retrieving client information based upon the identity of the client (col. 5 lines 58-66 and col. 11 lines 48-58).
8. In regards to claims 8, 9, 10, 11, 12, 15, 23, 24, 25, 26, 27, 30, 33, 34, 35, 36, 37, and 40, Lu discloses the method and apparatus, further comprising defining the call type as a VoIP call, a web page call, and a chat session call (col. 3 lines 28-59 and col. 13 lines 22-35).
9. In regards to claims 13, 14, 28, 29, 38, and 39, Lu discloses the method and apparatus, further comprising conferencing a third party into the call (col. 4 lines 38-63).

Response to Arguments

10. Applicant's arguments with respect to claims 1-40 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

11. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Cave (US 5,247,569) teaches a system and method for controlling outbound and inbound calls in a telephone communication system. Cave (US 5,327,490) teaches a system and method for controlling call placement rate for telephone communication systems.
12. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thjuan P. Knowlin whose telephone number is (571) 272-7486. The examiner can normally be reached on Mon-Fri 8:30-5:00pm.
13. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.
14. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Thjuan P. Knowlin



JACK CHIANG
PRIMARY EXAMINER